

WorkFirst High Performance Bonus

Innovative Project

2002 Nomination Form

Name of project: Sky Valley WorkFirst/WorkSource Integration

Local Planning Area: North Snohomish County

Contact: Klaire Harry

Telephone: 360-794-1361

E-mail: harrykd@dshs.wa.gov

Project period: July 1, 2001 through June 30, 2002

1.	<p>Project Description:</p> <p>The Sky Valley CSO has integrated WorkSource and WorkFirst services. This project was originally designed by all of the partner agencies, which belong to the North Snohomish County Local Planning Area, with the help and cooperation of the Snohomish County Workforce Development Council. The two programs share a common resource room with TANF customers and the universal population. All partnering agencies provide service in the fully integrated resource room to the universal public in a seamless services design. The agencies that serve WorkFirst customers also work in the WorkSource affiliate site: DSHS CSO, Employment Security, Operation Improvement/YWCA, TRAC Associates and Everett Community College. WorkSource staff share responsibility with WorkFirst staff by facilitating Job Club activities. The WorkSource Affiliate site can be accessed through the main lobby with no need to go through the CSO receptionist.</p> <p>This project relates to the WorkFirst performance measures in that TANF customers are provided the same WorkSource services that are provided to the universal population in addition to the WorkFirst employment services that are provided to WorkFirst customers on a one on one and group basis. This collaboration of resources has resulted in people finding work which enables TANF customers to become self-sufficient by allowing children to be cared for in their own homes and by helping maintain two-parent families through employment of both parents.</p> <p>During the period July 2001 through June 2002, approximately 280 TANF customers were served out of a total of 6030 job seekers at a cost of \$ 8.71 per person. This figure does not include any leveraged funds associated with partnering agencies or facilities costs.</p>
2.	<p>What makes this project innovative?</p> <p>The employment service needs of the TANF customers and of the general public of East Snohomish County were addressed in designing this project. Previous to the project the needs of TANF customers were met at the CSO through the combined efforts of DSHS and ESD but the general public had to go out of the area for employment services. Sky Valley DSHS CSO staff took the lead in developing the project with support from all of the partner agencies. The project was developed to meet all of the employment needs of</p>

	<p>anyone living in the East Snohomish County area. The project is mainly customer focused. The universal population on an on going basis gives input. Break Through and Simply Better strategies are utilized as part of this program. This project is especially innovative because customers receiving employment services, whether they are TANF customers or not, receive a more diverse set of customer services based on the partnering efforts and the diversity of the partnering agencies. This project greatly simplified service delivery as duplication of services were eliminated between WorkFirst and WorkSource. Staff were utilized for both programs as well as sharing office space, the resource room, and equipment thus cutting operating costs by as much as 50%.</p>
3.	<p>Partnerships:</p> <p>The following agencies were involved in the design: DSHS Sky Valley CSO, WorkSource Everett/Employment Security Department, WorkFirst Sky Valley Employment Services, DSHS DVR, Operation Improvement/YWCA, TRAC Associates, Everett Community College, and Snohomish County Workforce Development Council (WDC). Most of the above partners also staff the resource room on a regular basis. Equipment, and automation are either shared or different agencies providing a portion of the equipment. Many new resources were developed as the partners formed teams such as the Sky Valley WorkSource Oversight Committee. DSHS, ESD, TRAC Associates and Operation Improvement/YWCA are now having case staffings for TANF customers as a result of our partnerships. Classes on interviewing, resume writing, and job hunting are provided to the general public and for our WorkFirst customers. Much of the duplicate work has been eliminated. One of the main results of this project has been a willingness of all agencies to work together to improve and provide services to TANF customers and to the general public. People of all different social and economic backgrounds are sitting together with one common goal, finding employment. It works!</p>

Are additional materials available upon request? X Yes ☐ No

Please email this form and mail or FAX an additional page with the signatures of the mandatory partners in your Local Planning Area. All partners must agree to nominate this project.

Nominations are due by 5:00 p.m., Tuesday, October 15, 2002 to:

Julie Baker (e-mail: julieb@cted.wa.gov)

OTED WorkFirst P.O. Box 42525

Olympia, WA 98504-2525

Physical Address: 128 10th Ave SW, Olympia, WA 98504-252

FAX : 360/664-3310

Phone: 360/725-4135